GRAMAC
TRAINING SOLUTIONS

# Refund Policy

## 1. Purpose

Gramac Training Solutions is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Gramac Training Solutions is required to have and provide detail of a fair and reasonable refund process. Gramac Training Solutions will ensure that all prospective learners and employers are aware of costs, payment terms and conditions (including refund policies) prior to their enrolment.

## 2. Policy Statement

Gramac Training Solutions is committed to ensuring fair and reasonable refund practices. Gramac Training Solutions will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals/clients, where training and assessment activities have not been delivered.
- Prior to enrolment Gramac Training Solutions will provide all clients with information on how to request a refund and conditions under which a refund would be provided.
- Gramac Training Solutions will explain the administration fee process prior and during the enrolment process.

## 3. Policy Principles

The following principles underpin this policy.

- Details of Gramac Training Solutions Refund Policy are to be publicly available on the website at www.gramacsolutions.com.au
- Payment of all authorised refunds is made within one week (seven business days) of application for refund.
- With regard to all withdrawals, Gramac Training Solutions will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the Refund Form.
- There is no refund applicable where a learner has commenced their course/unit.
- There is no refund to a learner who does not obtain their qualification after assessment.
- There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the learner.
- Gramac Training Solutions does not accept liability for loss or damage suffered in the event of withdrawal from a course by a learner.
- Gramac Training Solutions provides a full refund to all learners and employers, should there be a need for Gramac Training Solutions to cancel a course. In the first instance Gramac Training Solutions will (where possible) provide an opportunity for the learner to attend another scheduled course.
- If Gramac Training Solutions cancels a course, learners do not have to apply for a refund, Gramac Training Solutions will process the refunds automatically.
- Refunds for cancellation of enrolments are granted on a sliding scale (See Below 4 & 5).

## 4. Short Courses & Skill Sets

*Refunds for enrolments in individual courses will be calculated in accordance with the following sliding scale.*

| Reason for Refund | Notification requirements | Refund |
|---|---|---|
| Client withdraws | In writing, eight (8) calendar days or more prior to the course commencement | 100% of the course fee (paid by the client) less the administration fee. |
| Client withdraws | In writing, within seven (7) calendar days prior to the course commencement. | 75% of the full course fee |
| Client withdraws | In writing, less than 24 hours prior to course commencement. | Nil Refund |
| Client withdrawn from the course by **Gramac Training Solutions** | After course commencement, due to inappropriate behaviour | Nil Refund |
| Course cancelled by **Gramac Training Solutions** | | 100% of the course fee (paid by the client) |

a) A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
b) Fees are refunded in full (less administration fee) where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

## 5. Qualifications/Accredited Courses

*Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.*

| Fee Type | Description | Fee $$ |
|---|---|---|
| Enrolment cancellation fee | RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation | $250.00 per qualification |
| Unit Fee – Commenced | For all individual units commenced/attended/ completed from within the qualification /Accredited course | Full Unit fee payable by the client Nil Refund |
| Unit Fee – Not Commenced | For all individual units **NOT** commenced/attended/ completed from within the qualification /Accredited course | Full Unit fee paid by the client is Refunded less administration fee $20.00 |

## 6. Gramac Training Solutions Responsibilities

The Director Gramac Training Solutions is responsible for ensuring compliance with this policy.
Managing Director of Gramac Training Solutions will process refund requests within 1 week from the day of receipt.

## 7. Access & Equity

The Gramac Training Solutions Access & Equity Policy applies.

## 8. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy.

## 9. Monitoring and Improvement

All Refund practices are monitored by the Director Gramac Training Solutions and areas for improvement identified and acted upon.

## 10. Referenced Documents

| Doc # | Document Name |
|---|---|
| 2 | Access and Equity Policy |
| 4 | Continuous Improvement Policy |
| 16 | Refund Form |
| 40 | Records Management Policy |

## 11. Standards for RTOs 2015 Covered in this Policy

| Clause | Cross Reference | Clause | Cross Reference |
|---|---|---|---|
| 7.3 | Whole Document | Schedule 6 | Whole Document |

## 12. Further Information

https://www.asqa.gov.au/standards